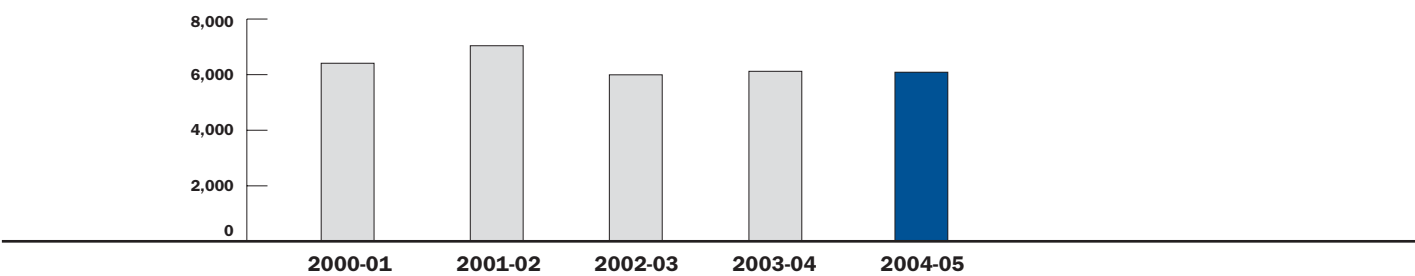


Rail Reliability Improves Significantly, But Technical Difficulties Hurt Bus Performance

- The Bay Area’s rail operators reported a major improvement in a key measure of reliability in fiscal year (FY) 2004-05. The average distance traveled between service calls for rail increased 30 percent, to 7,890 miles. Meanwhile, the average distance traveled between bus service calls decreased 7 percent, in large part due to difficulties operators had with new technology buses. A service call occurs when a bus or train requires repair and cannot complete scheduled service.
- The decrease in the number of miles traveled by buses between service calls was largely due to decreases in reliability for Muni and Golden Gate Transit service. Golden Gate was plagued with difficulties related to new technology buses designed to reduce bus emissions. The new fleet ran into major service reliability problems in 2005, but many of these issues appear to be rectified now. Muni experienced similar problems with new, low-emission buses in 2005.

Service Calls — Six Largest Bay Area Transit Operators, Fiscal Years 2000-01 – 2004-05

	Average Miles Between Service Calls					FY 2003-04– 2004-05	FY 2000-01– 2004-05
	2000-01	2001-02	2002-03	2003-04	2004-05		
Rail ¹	6,920	6,470	7,250	6,060	7,890	+30%	+14%
Bus ²	6,310	7,150	5,760	6,130	5,680	–7%	–10%
Rail and Bus ³	6,410	7,040	5,990	6,120	6,090	–<1%	–5%



Source: Transit Operators

A service call occurs when a vehicle requires repair and cannot complete scheduled service.

Reliability improves as the average number of miles between service calls increases.

¹Includes BART, VTA light rail, Muni light rail

²Includes AC Transit, SamTrans, Valley Transportation Authority (VTA), Golden Gate Transit

³Combined “Rail and Bus” average is weighted by revenue vehicle miles of service.

- Because buses account for approximately 82 percent of regional transit service (measured in revenue service miles), the considerable improvements in rail performance are offset, on a relative basis, by the decline in bus performance. As a result, the weighted average number of miles between service calls for the bus and rail operators combined was almost unchanged between FY 2003-04 and FY 2004-05. Looking at the longer term, reliability of service (as measured by distance traveled between service calls) has declined by 5 percent since FY 2000-01.